

BEST AVAILABLE COPY**Listing of Claims:**

1. (currently amended) A method for managing the exit process of an emergency medical dispatch system, for dispatching medical assistance to persons needing such medical assistance, comprising the steps of:

- (a) receiving a medical call on a telephone communication device regarding a patient needing medical assistance, said patient having a chief complaint;
- (b) receiving a description of a problem giving rise to a call for medical assistance;
- (c) assigning one of a plurality of pre-established determinant levels determining a criticality value based on the description of said problem, said description of said problem used in said determination of said determinant level criticality value further comprising:
 - (i) determining if the caller is the patient;
 - (ii) determining if said received call concerns trauma or an illness;
 - (iii) determining if said chief complaint concerns at least one of hemorrhaging, amputation, hazardous materials, a violent patient, an assailant, an animal, a present danger[[:]], and a burned patient, and wherein said determinations are made using a systematic pre-scripted interrogation of callers, said systematic pre-scripted interrogation including a medium readable by a dispatcher and including a logical process having a plurality of preprogrammed inquiries and wherein said determinant level is determined based

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on responses to the preprogrammed inquiries, thereby eliminating variability due to the different skills of the individual dispatchers;

(d) dispatching a medical response based on said determinant level criticality value; and

(e) providing post dispatch instructions to a caller, prior to the arrival of the responders to prepare the patient for the responders and to expedite the field responder['s] work, based on said determinant level criticality value, and wherein said criticality value is determined based on responses to preprogrammed inquiries.

2. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hemorrhaging patient.

3. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering amputation.

4. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a hazardous material situation.

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5. (previously presented) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a violent patient situation.

6. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on the presence of an assailant or dangerous animal.

7. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a patient suffering from burns.

8. (original) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said providing post dispatch instructions further comprises providing instructions based on a present danger situation.

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9. (new) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said medium includes a flip card apparatus.

10. (new) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein said medium includes software operated on a computer system to provide readable instructions on a display unit.

11. (new) A method for managing the exit process of an emergency medical dispatch system, as recited in claim 1, wherein each of said determinant levels includes a plurality of sublevels.